



County of San Diego

WALTER F. EKARD
CHIEF ADMINISTRATIVE OFFICER
(619) 531-6226
FAX: (619) 557-4080

CHIEF ADMINISTRATIVE OFFICER
1600 PACIFIC HIGHWAY, SAN DIEGO, CALIFORNIA 92101-2472

July 9, 1999

The Honorable Wayne L. Peterson
Presiding Judge
San Diego Superior Court, Dept. 1
220 W. Broadway
San Diego, CA 92101

Dear Judge Peterson:

Attached, please find the Board of Supervisors' response to the San Diego County Grand Jury 1998-1999 Interim Report: *Medical Care in San Diego County Detention Facilities* for your transmittal to the Grand Jury. I have also provided the minute order indicating how each Board member voted on this item.

If you have any questions concerning this matter, please don't hesitate to contact me at 531-5250.

Best regards,

WALTER F. EKARD
Chief Administrative Officer
County of San Diego

WE/pf
Attachment



COUNTY OF SAN DIEGO

AGENDA ITEM

BOARD OF SUPERVISORS

GREG COX
First District

DIANNE JACOB
Second District

PAM SLATER
Third District

RON ROBERTS
Fourth District

BILL HORN
Fifth District

11

DATE: June 29, 1999

TO: Board of Supervisors

SUBJECT: GRAND JURY 1998-99 - INTERIM REPORT - MEDICAL CARE IN SAN DIEGO COUNTY DETENTION FACILITIES (District: All)

SUMMARY:

Overview

On May 18, 1999 (56), the Board received the Grand Jury Interim Report entitled Medical Care in San Diego County Detention Facilities. The Board directed the Chief Administrative Officer to draft a response for the Board's consideration no later than June 29, 1999.

Recommendations

CHIEF ADMINISTRATIVE OFFICER

Authorize the Chief Administrative Officer to transmit the attached response to the Grand Jury via the Superior Court Presiding Judge.

Fiscal Impact

There is no fiscal impact with this action.

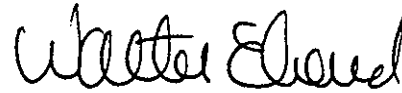
BACKGROUND:

On May 18, 1999 (56), the Board received a Grand Jury Interim Report entitled Medical Care in San Diego County Detention Facilities. In this report, the Grand Jury makes several recommendations to the San Diego County Board of Supervisors, Probation and the Sheriff's Departments about medical care provided to persons incarcerated in San Diego County. The attached response, addressing recommendations that were directed to the Board of Supervisors and Probation Department, have been prepared for the Board's review and consideration. The Sheriff's Department will submit its responses directly to the Grand Jury.

Subject: GRAND JURY 1998-99 - INTERIM REPORT - MEDICAL CARE IN SAN
DIEGO COUNTY DETENTION FACILITIES (District: All)

11

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Walter Ekard".

WALTER F. EKARD
Chief Administrative Officer

**RESPONSE TO THE 1998-99 GRAND JURY
- INTERIM REPORT -
MEDICAL CARE IN SAN DIEGO COUNTY DETENTION FACILITIES**

11

The Board of Supervisors appreciates the Grand Jury's review of medical care in San Diego County Detention Facilities. On March 26, 1999, following the Grand Jury's review of the County's detention facilities, the County entered into a contract California Forensic Medical Group (CFMG) to provide medical services in these institutions. The award of this contract was the result of CFMG's success in a managed competition with County employees in 1998. CFMG has extensive experience and provides medical services in sixteen other California detention facilities. As evident in the responses below, many of the Grand Jury's recommendations have already been implemented by CFMG.

RECOMMENDATION 99-55: Ensure that prompt and proper medical care is provided to inmates and that unnecessary delays are avoided.

RESPONSE:

Agree. All detainee requests for clinic visits are reviewed and triaged by nurses at the detention facilities. Those detainees with more urgent medical needs are prioritized and seen first. Effective March 26, 1999, the County of San Diego entered into a contract with California Forensic Medical Group (CFMG) Inc. for the provision of health care services to detainees incarcerated in the Probation Department Correctional Facilities. As part of their agreement with the County, they will be seeking accreditation through the California Medical Association. This should be accomplished within the first 12-15 months of the contract. In addition, the Health and Human Services Agency, which oversees CFMG's contract, has instituted a Quality Assurance Unit which closely monitors procedures for the delivery and quality of care for detainees in the custody of the Probation Department.

RECOMMENDATION 99-56: Ensure that inmate requests for medical care are expeditiously handled.

RESPONSE:

Agree. CFMG has instituted "sick call" slips which are utilized by the minors/inmates to request health care services. These slips are collected daily and triaged. Urgent cases are seen immediately and routine requests are scheduled for the next day's sick call. The date, time and disposition is notated on the slip (i.e., scheduled for next sick call). These slips are maintained in the detainees' medical record.

RECOMMENDATION 99-57: Maintain records to indicate the response time for all requests by an inmate for medical care. A two-ply form signed by the inmate and the guard with dates and times of submission with one copy retained by the inmate and one submitted to the medical treatment facility could be used.

RESPONSE:

Disagree in part. Currently, CFMG has implemented a policy and procedure for the "Daily Triage of Health Care Requests" with authority reference of California Code of Regulations (CCR), Title 15, Article 8, Section 4300 and Institute of Medical Quality (IMQ) Standard #J305(E) states that sick call slips are to be collected each night by the nurse and charts and made ready for the next scheduled sick call. Urgent needs are assessed and acted upon immediately. Non-urgent requests are triaged and detainees are seen within 24 hours. All detainee medical requests are reviewed with date requested and time schedule for sick call noted on the request. Requests are kept as part of the permanent file in the detainees medical record.

CFMG disagrees with the recommendation that a two-ply form be used that is signed by the inmate and the guard and kept in the possession of the detainee. The California Medical Association (CMA) guidelines suggest that a lock box be installed in each housing unit so that detainees can place their requests in the box without having to go through custodial staff. This assures that access to health care is not impeded by custody staff and provides increased confidentiality to the detainee.

RECOMMENDATION 99-58: Ensure that proper and prompt medical care requiring special expertise of a suitably licensed physician is available to inmates.

RESPONSE:

Agree. Dr. William McCord who is a pediatrician and a resident of San Diego County, became the CFMG on-site medical director on March 26, 1999 when a contract for Probation medical services was implemented. Dr. McCord has been in private practice in San Diego for approximately 20 years and has established contacts in a variety of specialty areas with whom he can consult as necessary. He travels to the Juvenile Ranch Facility and Camp Barrett twice per week and to West Fork once per week. This eliminates the need to transport detainees to Juvenile Hall or Work Furlough as was the previous practice.

RECOMMENDATION 99-59: Ensure that transportation for inmate patients to off-site medical facilities is provided promptly and that it is to an appropriate location having the required capabilities. This might necessitate using medical facilities other than UCSD Medical Center.

RESPONSE:

Agree. In addition to UCSD Medical Center, CFMG has agreements with Sharp, Grossmont and Palomar hospitals. Service agreements are also in place with several off-site medical specialists, some of whom come to the Juvenile Hall facility to provide services. CFMG is currently negotiating an agreement with Children's Hospital for trauma cases.

RECOMMENDATION 99-60: Provide additional controls on prescribed medications for inmate patients to ensure that such medications are not diverted to other uses.

RESPONSE:

Agree. CFMG has enforced the policy of nursing staff identifying detainees prior to the administration of medications. Their policy is that a detainee must be positively identified before a medication can be given. In addition, detainees who refuse medications are required to sign a refusal form for essential medications. A nurse's signature must also be on the medication administration record in addition to their initials. CFMG's policy also requires that all controlled substances be logged and counted at the end of each shift. Nurses are also required to co-sign in order to discard medications.

RECOMMENDATION 99-61: Institute a system to document that medications, especially controlled substances, are actually received and used/ingested. The initials or signature of the recipient each time the drug is received should be part of that system.

RESPONSE:

Disagree in part. CFMG policy currently requires the nurse administering pill medication to observe the inmate take the pill with water in the nurse's presence. The inmate is then asked to both talk and open their mouth to observe for "cheeking." Given that medical staff give thousand of doses of medication each month, this is believed to be the most efficient procedure. CFMG is the contractor in 16 other California detention facilities and is not aware of any institution requiring detainees to sign a form stating they have received medication. In addition, signatures upon receipt of medication is not a requirement in community hospitals or outpatient facilities.

RECOMMENDATION 99-62: Maintain medical records in a legible format permitting accurate review of the treatment provided and who provided the treatment. Entries in medical records for inmates must be legible to readers other than the writer of those entries and the entries must accurately reflect the treatment provided.

RESPONSE:

Agree. Current medical records are well organized, with all entries dated and time stamped. A problem list is also

11

used to identify current and past problems. Patient visits with registered nurses or physician's assistants are countersigned by the physician. CFMG has recently combined the medical and mental health record which gives both departments an opportunity to have a complete view of treatment provided to each patient. HHSA will continue to pull charts for review on a periodic basis to review continuity and quality of care provided.

RECOMMENDATION 99-63: Review the storage/destruction policies for inmate medical records to ensure that they are appropriate and consistent between the Probation and Sheriff's Departments.

RESPONSE:

Agree. State law governing the destruction of medical records is different for adults and juveniles. The requirement for juveniles is that medical records be kept for 7 years past the age of majority (18 years of age). Adult medical records may be destroyed after 7 years. Records of juveniles who are released from Camp Barrett and the Juvenile Ranch Facility are returned to Juvenile Hall for storage. CFMG attempts to keep two years worth of inactive records on-site, but due to shortage of space, this is oftentimes difficult. Medical records for inmates transferred back to the Sheriff's Department or released from West Fork are sent to the Work Furlough facility for storage.

RECOMMENDATION 99-64: Delete the requirement for a new medical record to be constructed upon transfer of an inmate between the Probation and Sheriff's Departments. The same medical record should be acceptable by both departments. This will decrease the processing time now required of the nurses involved in such transfers.

RESPONSE:

Disagree. This recommendation is not practical. Both the Probation Department, through a contract with CFMG, and the Sheriff's Department are responsible for maintaining medical records of their respective inmates. A potential problem could be loss of records upon transfer. It is not common practice in the community to transfer patient records from one institution to another or from one doctor's office to another. In addition, the Board of Corrections and CMA standards require that a summary of medical information be transferred with the inmate but does not require or recommend that the medical record follow the inmate. Consistent with Sheriff's Department policy, should a receiving institution desire a complete medical record, CFMG will copy the complete record and forward it pending the written authorization of the patient.

RECOMMENDATION 99-65: Schedule inmates for medical examinations upon arrival at their final destination to ensure that examining personnel are not overburdened by large groups of inmates to be processed in a short period of time.

RESPONSE:

Agree. All juveniles are initially received into Juvenile Hall where they receive a comprehensive medical screening, TB and STD tests as prescribed by Title 15 Regulations. Detainees are screened prior to transfer to the Camps. CFMG developed a transfer form which defines what types of conditions prohibit a minor from being transferred to a Camp facility.

Two times per week, inmates are taken from the Sheriff's Descanso Detention facility to Camp West Fork. At times, this causes up to 20 detainees to await processing at one time. To help resolve this problem, representatives from CFMG be meeting with the Sheriff's Department to discuss more efficient processing operations between the two institutions. The goal will be to significantly reduce the wait time and the workload of the nurses.

RECOMMENDATION 99-66: Revise the emergency medical procedures at the Work Furlough site to ensure that on-site medical personnel are contacted promptly in the event of a medical emergency during duty hours of the assigned nurse.

RESPONSE:

Agree. CFMG policy is that nursing staff be contacted in the event of a medical emergency. When nursing staff are not on duty, 911 should be called.

11

RECOMMENDATION 99-67: Upgrade the medical facilities at Camp West Fork, Camp Barrett, and the Work Furlough site to provide adequate privacy for patients, suitable administrative space for the nurses, properly secure storage for medical records, and elimination of unnecessary clutter (especially at the Work Furlough site).

RESPONSE:

Disagree. Camp Barrett, Camp West Fork and the Work Furlough sites have small but adequate clinic space. Privacy for medical exams is not compromised and all clinics at these facilities are clean, sanitary and well stocked with medical supplies.

**COUNTY OF SAN DIEGO
BOARD OF SUPERVISORS
TUESDAY, JUNE 29, 1999**

MINUTE ORDER NO. 11

**SUBJECT: GRAND JURY 1998-99 - INTERIM REPORT - MEDICAL CARE IN
SAN DIEGO COUNTY DETENTION FACILITIES**
(Supv. Dist: All)

OVERVIEW:

On May 18, 1999 (56), the Board received the Grand Jury Interim Report entitled Medical Care in San Diego County Detention Facilities. The Board directed the Chief Administrative Officer to draft a response for the Board's consideration no later than June 29, 1999.

FISCAL IMPACT:

There is no fiscal impact with this action.

RECOMMENDATION:

CHIEF ADMINISTRATIVE OFFICER:

Authorize the Chief Administrative Officer to transmit the attached response to the Grand Jury via the Superior Court Presiding Judge.

ACTION:

ON MOTION of Supervisor Jacob, seconded by Supervisor Roberts, the Board of Supervisors took action as recommended, on Consent.

AYES: Cox, Jacob, Slater, Roberts, Horn

State of California)
County of San Diego)^{ss}

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the Minutes of the Board of Supervisors.

THOMAS J. PASTUSZKA
Clerk of the Board of Supervisors

By Marion Egan
Marion Egan, Deputy

